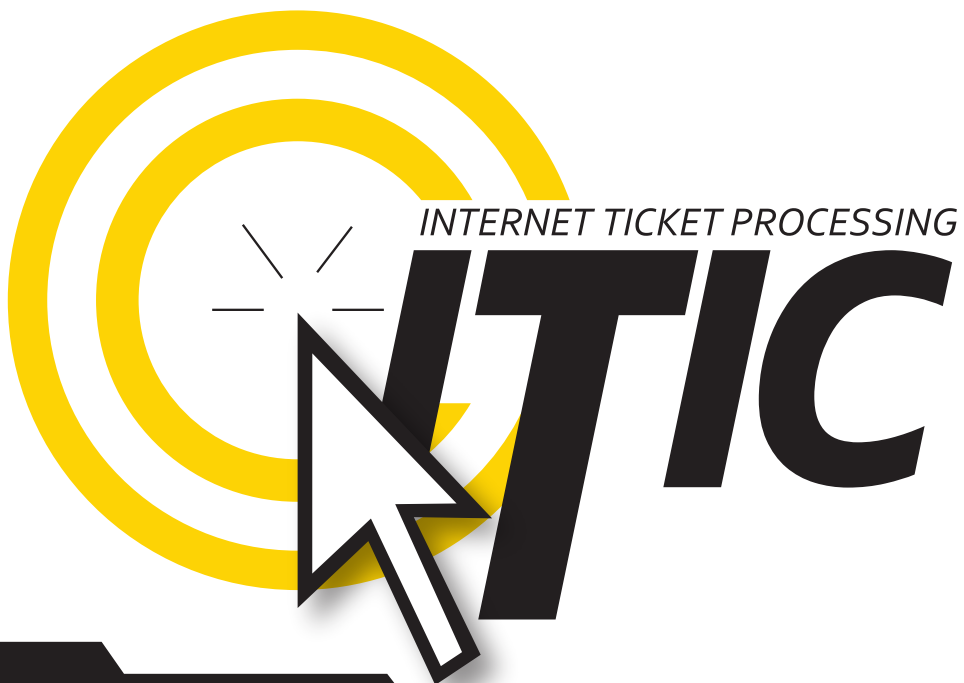


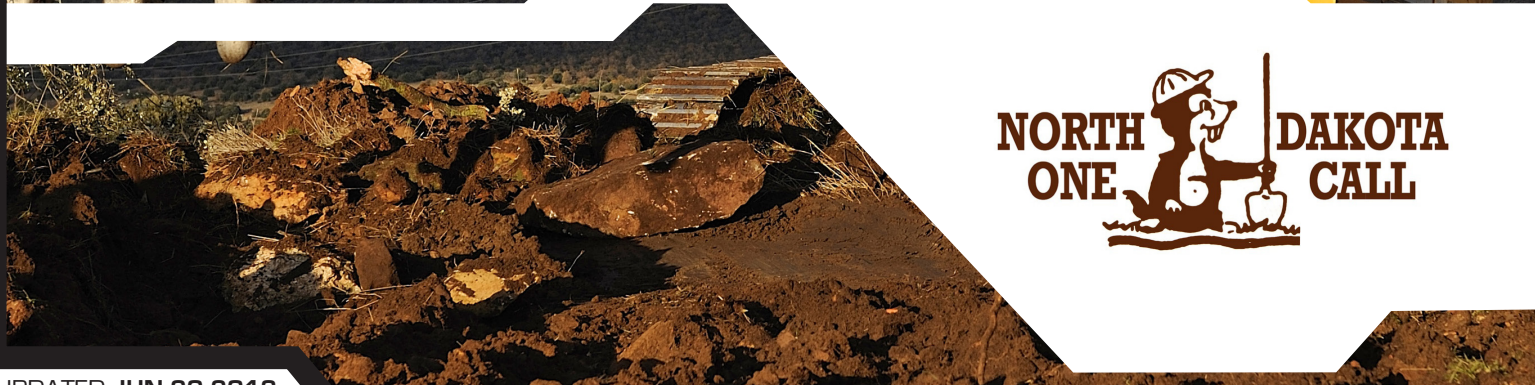


**TEXT ONLY
VERSION**

30 Celebrating 30 years of service.
ONE CALL CONCEPTS
When safety is on the line.

ITIC USER MANUAL

Your comprehensive guide for
using ITIC to process Locate
Requests on-line.





WELCOME, USER!

Welcome to ITIC!

You will find a comprehensive step-by-step guide for processing your locate requests online in the following pages. We have included a detailed description of the innovative tools and features that have been added to this newly revised version of ITIC.

We have designed this manual to provide the knowledge required for the efficient submission of accurate ITIC locate requests. We've packed a lot of information into these pages, and have arranged it in a streamlined, user-friendly format. It is loaded with visual examples and helpful hints. We think it is best to read it from beginning to end before you start, but the design also facilitates quick references to specific subject matter.

So, what are you waiting for? Let's get started! And remember, our skilled operators are here to help. Assistance is available through the telephone, e-mail, and our newest feature, ITIC Live Help Chat! That's right, you can get live help while you are processing your locate requests! **See page 03 for details.**

***An important word from the editor:** This document contains many color drawings, actual screenshots, and color-coded information. For best results, we recommend that this document be printed in **COLOR**

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ONE CALL CONCEPTS
When safety is on the line.



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INTRODUCING ITIC LIVE HELP!

Keep getting an “**Incomplete Ticket**” notice? Need help setting up multiple accounts? Having difficulties describing your work area? **ITIC Live Help is here for you!**

ITIC Live Help is an interactive chat program created to assist ITIC users in real time.

ITIC Live Help has many benefits. Here are a few:

Speed & Accessibility: Access ITIC Live Help from the same ITIC page used to file the locate request, so you get help the moment you most need it. Our ITIC experts will assist you immediately while you continue working on your locate request. Many users prefer ITIC Live Help to waiting for a return call or email.

Reduced Repetition: ITIC Live Help is in a simple text format, which can easily be shared between several ITIC experts. There's no need to explain a problem to several representatives; if more than one ITIC expert assists you, they can quickly familiarize themselves with your situation.

Easy Documentation: With ITIC Live Help, you can easily copy, paste, and save the session for later reference. ITIC Live Help can even email a transcript of the conversation to you!

Education & Training: The more you correspond with our ITIC experts, the better you will become at filing locate requests online. As your ITIC skills grow, so will the number of your tickets that are released directly from review!

ITIC Live Help is available **Monday through Friday from 8am-5pm.**

If Live Help is not available, you may leave a message and an **ITIC expert** will respond as soon as possible.



Celebrating 30 years of service.
ONE CALL CONCEPTS
When safety is on the line.



ITIC LIVE HELP

Live Help!

ONE CALL CONCEPTS
When safety is on the line.

Powered by: Crafty Systems

Welcome to ITIC Live Help! Please Enter your name below in order to begin.

Name

Question

You are Currently not Chatting...

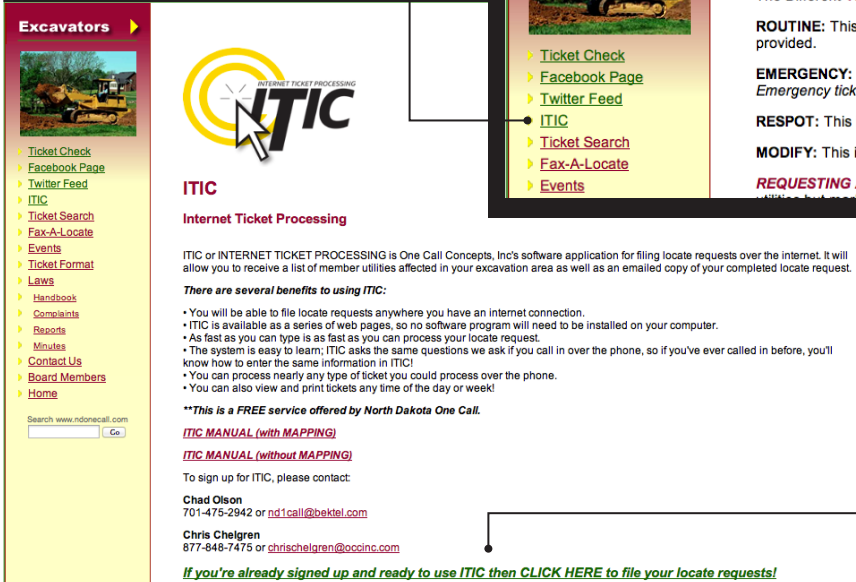




READY

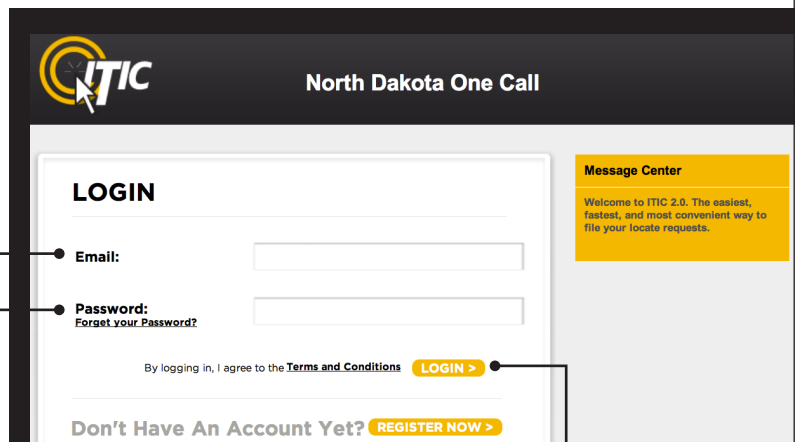
Click on the **"Excavators"** button on the North Dakota One Call (NDOC) homepage (www.ndonecall.com).

On the next page, click the **"ITIC"** link on the left side of the page.



Scroll down the page and click the link reading **"If you're already signed up and ready to use ITIC then CLICK HERE to file your locate requests!"** You will be re-directed to the NDOC ITIC LOGIN PAGE.

Enter your email address and password then click **"Login."** If you have forgotten your password, click **"Forget your Password?"** and we will email it to you.



By logging in, you agree to the **Terms and Conditions**. You can read the full text by clicking the **"Terms and Conditions"** link.



The **ITIC Main Menu** appears upon login.

GET SET

In this section you will learn to prepare **ROUTINE** and **MEET** locate requests.

GO!

Click "Submit a Locate Request"

NEED HELP?

Click on the 'Chat Live' icon at the top of any page to **chat with an ITIC operator** while you are processing your locate requests.

Hours:
Mon - Fri 8a - 5p



Each field has a **pop-up help box** listing the field definition/requirement. Activate pop-ups by **clicking on the field titles**.



The ITIC system will not allow you to enter special characters such as * \ ~ ' or ". %



ITIC USER INFORMATION

Phone Number and Ext.

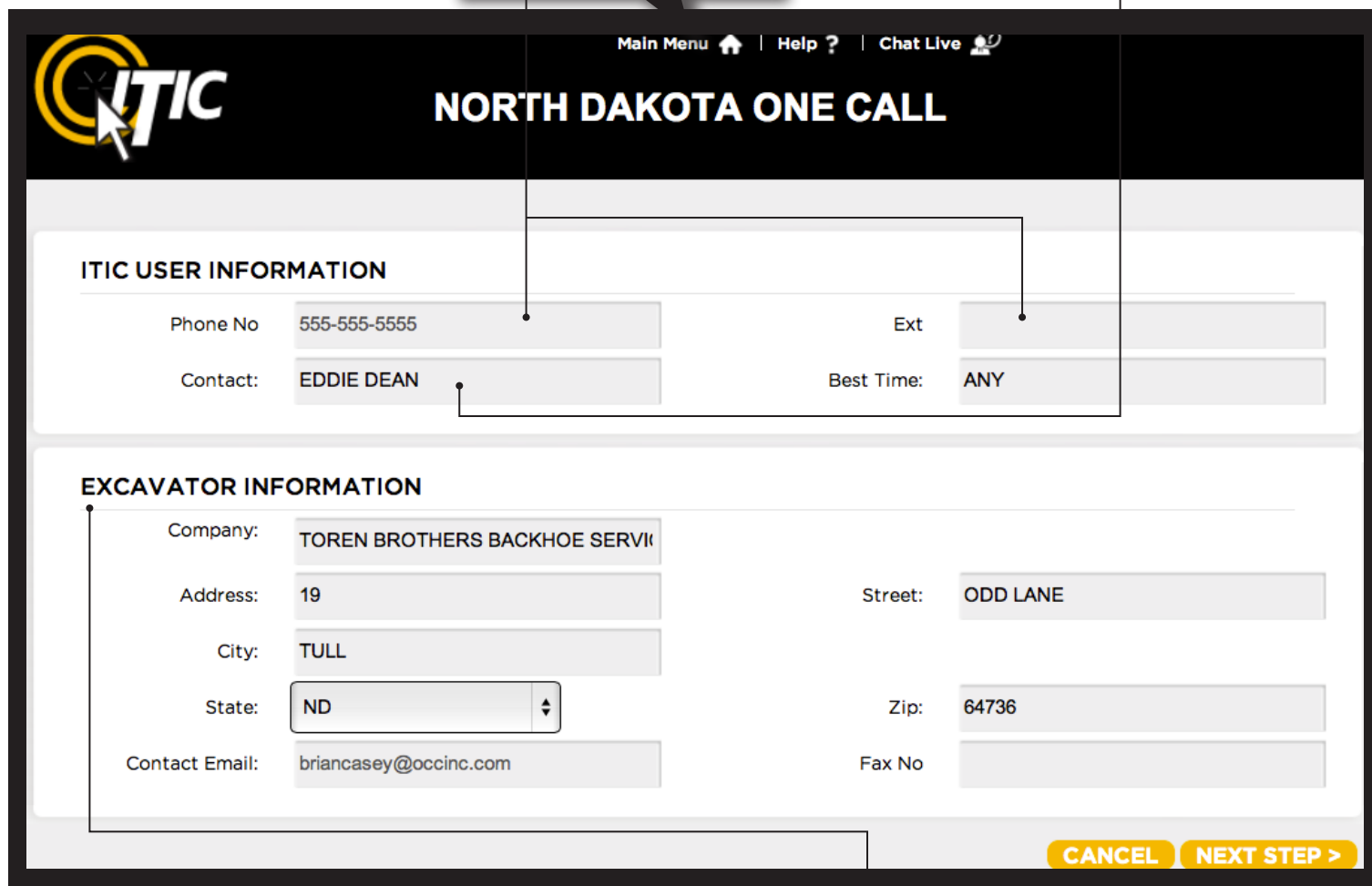
These fields will auto-fill with the information associated with your login.

Click the 'Main Menu' icon at the top of the page, then click the "Edit Account" button to update your main phone number.

Main Menu 

Contact

Enter **YOUR** first and last name as the ITIC user entering the information.



ITIC USER INFORMATION

Phone No: 555-555-5555 Ext:

Contact: EDDIE DEAN Best Time: ANY

EXCAVATOR INFORMATION

Company: TOREN BROTHERS BACKHOE SERV

Address: 19 Street: ODD LANE

City: TULL

State: ND Zip: 64736

Contact Email: briancasey@occinc.com Fax No:

CANCEL **NEXT STEP >**

EXCAVATOR INFORMATION

This section will auto-fill with your company information.

To update your company information, click the 'Main Menu' icon at the top of the page, then click the "Edit Account" button to make changes.



IMPORTANT! Do not use the 'BACK' or 'FORWARD' buttons of your web browser (Internet Explorer, Firefox, Safari, etc...). **Any information already entered will be DELETED.** Please use the buttons at the bottom of the form.



STEP 1: Onsite Contact Information

Alternate Contact and Phone Number

Enter the name and cell phone number of the person primarily responsible for conducting or managing the excavation process. **Use a specific person's name; dispatch, operator, anyone or unknown are not acceptable entries.** [The utilities will contact this person if additional information about the site is needed.]

NOTE: See **PROFILES** section (page 09) to **auto-fill** your routinely used information

Step 1: Contact Information

Alt. Contact: JAKE CHAMBERS

Phone No: 555-555-5544

STEP 2: Excavation Information

Type of Work

Enter the specific type of work to be performed. Field locators need to know the specific reason for excavation rather than the work method. Do **not** use the words 'Emergency' or 'Dig'. **Examples:** Install Sign, Install Secondary Electric, Repair Gas Service...

Step 2: Excavation Information

Type of Work

Work Being Done For

Depth:

Explosives:

?

Type of Work

install

Being Done For

Depth:

Explosives:

INSTALLATION OF
INSTALLATION OF CATV DROPS
INSTALLATION OF CULVERT
INSTALLATION OF DECK
INSTALLATION OF DRAIN TILE
INSTALLATION OF FENCE
INSTALLATION OF NEW GAS SERV
INSTALLATION OF SANITARY SEW
INSTALLATION OF SIGN

NEXT



Use keyword searches! Type keywords (install, water, backhoe, etc.) to generate a list of options. Make a selection from the **dropdown list** whenever possible



STEP 2: Excavation Information - Continued...

Work Being Done For

Enter the name of the person, company, or organization the work is being done for.

Depth

Enter the maximum depth you will be digging. Be sure to specify inches, feet, or yards.

Explosives

If you are using explosives during excavation select Y for yes, otherwise, select N for no.

Step 2: Excavation Information

Type of Work

INSTALLATION OF FENCE

Work Being Done For

JOHN FARSON

Depth:

3 FT

Explosives:

N

T/B:

N

< GO BACK

CANCEL

NEXT STEP >

Tunneling/Horizontal Boring

Horizontal Boring is horizontal excavation parallel to the surface of the earth which does not use trenching or vertical digging as the primary means of excavation, including but not limited to directional boring, tunneling, or auguring. Enter Y for yes, N for no.



IMPORTANT! Do not use the 'BACK' or 'FORWARD' buttons of your web browser (Internet Explorer, Firefox, Safari, etc...). Any information already entered will be **DELETED**. Please use the buttons at the bottom of the form.



PROFILES

Profiles are used to **auto-fill** specific fields with your routinely used information. Utilizing the 'Profiles' feature will enable ITIC to 'remember' your information - **saving you time** in the Locate Request process.

The screenshot shows the ITIC North Dakota One Call interface. At the top, there is a navigation bar with the ITIC logo, 'Main Menu', 'Help?', 'Chat Live', and a 'Profiles' dropdown menu. Below the navigation bar, the page title 'NORTH DAKOTA ONE CALL' is displayed. The main content area shows 'Step 1: Contact Information' with fields for 'Alt. Contact' (JAKE CHAMBERS) and 'Phone No.' (555-555-5544).

Profiles ▾

Profiles are located at the top of the **second page** of the locate request form.

Create Job Profile

Click the profile drop-down and select **CREATE JOB PROFILE** to create a profile.

The screenshot shows the ITIC North Dakota One Call interface. At the top, there is a navigation bar with the ITIC logo, 'Help?', 'Chat Live', and a 'Profiles' dropdown menu. The 'Profiles' dropdown menu is open, showing options: 'Create Job Profile' and 'Edit Job Profile'. The main content area shows 'ONE CALL'.

Create a name or title for the profile. The title will appear in the profile drop-down menu for selection.

You can create profiles for a **specific foreman/contact**, or **type of work** which may always include the same **customer, depth, etc...**

You can also create profiles for specific **counties** or **cities** that you work in, or even save **marking instructions** that are commonly used.

ALL FIELDS ARE OPTIONAL

Click **SUBMIT** when complete.

The screenshot shows the 'Create Job Profile' form. It is divided into four sections: 'Work Profile Information', 'Contact Information', 'Excavation Information', and 'Location Information'. Each section contains optional fields for user input. At the bottom right, there are 'CANCEL' and 'SUBMIT >' buttons.

Work Profile Information

Profile Name:

Contact Information

Alt. Contact: Phone No:

Excavation Information

Type of Work:

Work Being Done For:

Depth:

T/B: Explosives:

Location Information

County:

City/Place:

Location of Work:

CANCEL SUBMIT >



PROFILES - Continued

The title of the profile will appear in the drop-down menu once you have submitted it. The new profile can now be used when preparing a locate request. The fields on the locate request form will auto-fill with the information you entered for that specific profile when you choose it from the drop-down list.

ITIC Main Menu | Help ? | Chat Live ?

NORTH DAKOTA ONE CALL

NEW FENCE ▾

Create Job Profile
Edit Job Profile
NEW FENCE ●

Step 1: Contact Information

Alt. Contact: JAKE CHAMBERS Phone No: 555-555-5544

Step 2: Excavation Information

Type of Work: INSTALLATION OF FENCE

Work Being Done For:

Depth: 3 FT

NEED HELP?

Click on the 'Chat Live' icon at the top of any page to chat with an ITIC operator while you are processing your locate requests.

Hours:
Mon - Fri 8a - 5p



Edit & Delete

To edit or delete an existing profile, select **EDIT JOB PROFILE** from the "Profiles" drop-down.

Chat Live ?

Profiles ▾

Create Job Profile
Edit Job Profile

Edit

Add or change any information as needed.
Remember - **All fields are optional**

Submit

Click **SUBMIT** to save changes/additions

Delete

Click **DELETE** to delete the selected profile

DELETE **CANCEL** **SUBMIT >**

ITIC Main Menu | Help ? | Chat Live ?

NORTH DAKOTA ONE CALL

Work Profile Information

Profile Name: ▾

Contact Information

Alt. Contact: Phone No:

Excavation Information

Type of Work

Work Being Done For

Depth:

T/B: Explosives:

DELETE **CANCEL** **SUBMIT >**



STEP 3: Location Information

County

Choose the county in which all of the work will take place. **Complete a separate ticket if the work extends into another county.**

City/Place

Enter the name of the city or place where the work is taking place. If work is taking place outside of city limits, enter the name of the nearest city to where the work is taking place.

Step 3:
Location Information

County:
City/Place:

Address:
Intersecting Street:

Address

Enter the number of the address where the work will take place. Lot, building, PO box or rural route numbers are not addresses and should not be used. If there is no physical address, leave this field blank.

NOTE: Be sure to choose the city physically closest to the worksite. This will not necessarily be the same city as the mailing address.

NOTE: If the work area involves multiple addresses, leave this field blank, and reference the addresses in the Location of Work field.

Step 3:
Location Information

County: CASS
City/Place: WEST FARGO CITY

Address:
Intersecting Street: 10TH ST E

Street: SOMMERSET DR

Location of Work: MARK ENTIRE ROAD RIGHT OF WAY OF SOMMERSET DR 1014, 1020, 1026, AND 1102 SOMMERSET DR

NEED HELP?

Click on the 'Chat Live' icon at the top of any page to chat with an ITIC operator while you are processing your locate requests.

Hours:

Mon - Fri 8a - 5p





STEP 3: Location Information - Continued

Street

Enter the street name associated with the address. If there is no address, enter the name of the street in which the digging will take place on or along.

Intersecting Street

Enter the name of the intersecting street closest to where the work will take place. The closest intersecting street may not necessarily be a major intersection. **This information is required if there is no address listed for the worksite.**

Step 3:

Location Information

County:		City/Place:	
Address:			
Street:		Intersecting Street:	
Location of Work:			
Coord Type:		Zone:	
Lat/North:		Lon/East:	
Township:		Range:	
		S-Q:	

ADDRESS TIP

Use keyword searches!

Start typing in the Street name (ex. 'st') to generate a list of street name options. Select from the **drop-down lists** whenever possible but **only** if correct. This works for **both** street fields!

Street:	st
Location of Work:	STARR AVE ST CHARLES PL STERLING CT STOCKMANS ROAD

REMEMBER

Do not list **multiple** street names in a single street field.

If you would like to list nearby major intersections, reference them in the **Location of Work** field.



ADDRESS / LOCATION DESCRIPTION TIPS



Unnamed Street

Enter the appropriate description in the Dig Street field if the street does not have a "proper" name [i.e. unnamed county road, hwy 71 west bound exit ramp, alley, RR tracks]. **Give driving directions to the site when doing so. Format the driving directions by referring to an intersection of 2 named roads in the Location Description field.**

For Instance:

In the Location Description, enter **"From Elm Ave go N on Main St approx 400ft to unnamed road, go w on unnamed rd approx 350ft to vacant lot on n side of rd."**

Multiple Names for Street

If the street has more than one name, enter only one of the names in the appropriate street field. List any **additional** names ("also known as," or "AKA") in the **Location Description**.

For Instance:

In the Location Description, enter **Main St / Us Hwy 14** - This information should be entered as **'Main St aka Us Hwy 14'**

NEED HELP?

Click on the 'Chat Live' icon at the top of any page to **chat with an ITIC operator** while you are processing your locate requests.



Hours:
Mon - Fri 8a - 5p

Step 3:

Location Information

County:

Address:

Street:

Location of Work:

Coord Type:

Lat/North:

Township:

Abbreviations

When entering the information in the street fields you must abbreviate the street modifiers and directional information. For example: enter N Main St instead of North Main Street. **The following are the ONLY accepted abbreviations for street name modifiers.**

Avenue – AVE

Interstate – I- (I-70)

Business – BUS

Parkway – PKWY

Boulevard – BLVD

Place – PL

Circle – CIR

Road – RD

Court – CT

Street – ST

Highway – HWY

Terrace – TER



STEP 3: Location Information - Continued

Location of Work

Enter marking instructions and any driving directions in this field. Below are a few things to remember when formatting your instructions.

- All locate requests require **MARKING INSTRUCTIONS** in the **Location of Work** field.
- Marking instructions should be as complete and accurate as possible, so the utilities know where any excavation will be taking place.
- Marking instructions must describe the entire area where the excavation will take place - **NOT what utilities need to be marked.**

Step 3:

Location Information

County:

Address:

Street:
Intersec

Location of Work:

Coord Type:

Lat/North:

IMPORTANT: Please provide driving directions from a known intersection any time the dig site does not have a numerical address or is not located at an intersection. **Driving directions** must include approximate distance and specific direction (N, S, E, W, NW, NE, SE, or SW). **Example** - "FROM MAIN ST GO N ON 1ST ST 1000FT, THEN LOCATE 20FT OUT ON W SIDE OF 1ST ST GOING N TO MONROE ST."

Work Taking Place at an Address

Enter the address number in the address field, and the street associated with it in the street name field.

For example:

- Mark entire front half of lot.
- Mark 10ft radius of house
- Mark from front corners of house to rear lot line, for width of lot

Be sure to clearly describe the entire extent of the work area.

Step 3:

Location Information

County:
City/Place:

Address:

Street:
Intersecting Street:

Location of Work:

Coord Type:
Zone:

Lat/North:
Lon/East:

Township:
Range:
S-Q:



IMPORTANT! Please do not use (') or (") for feet & inches as some printers can't print these characters. It's best to use feet, ft., foot, and inches or in.



STEP 3: Location Information - Continued

Work Taking Place (or Starting) At an Intersection

If work begins at the intersection, no driving directions are required. Simply describe how far and in what direction(s) the work will take place.

For example:

- Mark 100ft radius of (above) intersection
- Mark a square area 25ft N and W from NW corner of above intersection
- Mark entire W rd right of way of Elm Ave going N from Main St for 250ft

Be sure to clearly describe the entire extent of the work area.

Step 3: Location Information

County: WILLIAMS City/Place: WILLISTON CIT

Address:

Street: CREST ST Intersecting Street: BOX ELDER ST

Location of Work: MARK 100FT RADIUS OF ABOVE INTERSECTION.

Coord Type: Zone:

Lat/North: Lon/East:

Township: Range: S-Q:

Work Taking Place (or Starting) Away from an Intersection

If work does not begin at the intersection, and is not taking place at an address, provide driving directions to the worksite from an intersection of two named roads. (This method may also be used if work is taking place at an address, but you do not have the address information).

For example:

- From Elm Ave go W on Main St approx 800ft to vacant lot on N side of rd. Mark entire vacant lot.
- From Jones Rd go N on Oak Ave 450ft. At that point, mark entire rd right of way of Oak Ave, going further N 250ft.
- From Main St go N on Elm Ave approx 500ft to unnamed rd, then go W on unnamed rd approx 250ft to white flag on N side of unnamed rd. Mark 10ft radius of white flag.

Note: Regardless of which of the method you use to describe your work area, be sure to enter the name of the rd that work is actually taking place on in the "Street Name" field. If work is taking place on an unnamed rd, list 'unnamed rd' in the street name field, and enter the nearest road to intersect the dig street ('unnamed rd') in the intersecting street field. In the last example, you would enter 'unnamed rd' in the Street Name field, and Elm Ave in the Closest Cross Street field.



STEP 3: Location Information - Continued



Use **ONLY** the following approved abbreviations when formatting the location of work or driving directions. Tickets formatting with abbreviations other than those shown will be returned to the user for correction.

Feet - FT	Inches - IN	Miles - MI	Yards - YDS
East - E	North - N	South - S	West - W
Northeast - NE	Northwest - NW	Southeast - SE	Southwest - SW

Coord Type, Lat/North, Lon/East, Zone

These fields are used to enter Lat/Lon coordinates and require a specific format to obtain accurate results. **This information is not required.**

*All necessary information is required if Lat/Lon coordinates are entered.

Select the correct **coordinate type** from the drop-down menu. (If you do not know which format your coordinates are in, enter the coordinates back in the **Location Description** field.)

Enter the **Lat/Lon coordinates** in the **Lat/North** and **Lon/East** fields for each format type as follows:

• Decimal (DD.DDDDD):

Lat/North: 40.56000 Lon/East: -92.709722

• Degrees, minutes and decimal minutes (DD MM.MMMM):

Lat/North: 38 34.885833 Lon/East: -92 12.474000

• Degrees, minutes and seconds (DD MM SS.SS):

Lat/North: 40 33 36 Lon/East: -92 42 35

• State Plane Coordinate-Feet (SPCS):

Lat/North: 1721245.57 Lon/East: 441728.68

• State Plane Coordinate-Meters (SPCS):

Lat/North: 524647.84 Lon/East: 482239.34

• UTM should be entered as follows:

Lat/North: 4489955.24 Lon/East: 524574.44

Zone will auto-fill for certain format types



STEP 3: Location Information - Continued

Township, Range and Section (TRSQ)

These fields are used to enter Township, Range and Section-Quarter Information (TRSQ). You will need to enter the information in the correct format for accurate results. This information is not required.

Do not enter zero before any Township, Range or Section-Quarter number. If on any locate the excavation site travels into a different township or range, please put the first set of TRSQ information in the TRSQ fields, then put the second set of TRSQ information in the Location of work field. (Be sure to clearly separate any additional information from the marking instructions)

For example:

T: 27S	R: 2E	S-Q: 3-NE-NW
T: 26S	R: 1W	S-Q: 2-NE-NW, 11-SE-SW
T: 7S	R: 38W	S-Q: 1
T: 34S	R: 20E	S-Q: 4, 5, 6

Township:

Range:

S-Q:



The ITIC system will not allow you to enter special characters such as * \ ~ ' or ". %



STEP 4: START DATE INFORMATION

Ticket Type

- Use **LORQ Routine** for all new routine locate requests involving excavation.
- Use **LORQ Meet** to request an appointment with locators. Meet requests are only intended for excavation jobs that are too complex or difficult to describe through ITIC. See page **A3** for instructions on filing a Meet locate request.

Step 4: Start Date Information

Ticket Type ☒ LORQ ROUTINE
☐ LORQ MEET

Work to Begin Date

These fields will default to the two working day notice (a minimum of 48 hours not including weekends or holidays) required by state law. **These fields may be modified** but will **not** allow a start time/date less than the 48 hour notice, or more than 14 calendar days in advance of the request.



If your ticket goes to the call center for review, the 'start date and time' reflects the time the ticket is received by the call center. Tickets sent to review after 5pm will be treated as if they were filed on the next business day.

Step 4: Start Date Information

Ticket Type

LORQ ROUTINE

Work To Begin Date:

May 21, 2013

At:

12

:

45

PM

May 2013							June 2013						
Su	Mo	Tu	We	Th	Fr	Sa	Su	Mo	Tu	We	Th	Fr	Sa
28	29	30	1	2	3	4	26	27	28	29	30	31	1
5	6	7	8	9	10	11	2	3	4	5	6	7	8
12	13	14	15	16	17	18	9	10	11	12	13	14	15
19	20	21	22	23	24	25	16	17	18	19	20	21	22
26	27	28	29	30	31	1	23	24	25	26	27	28	29
2	3	4	5	6	7	8	30	1	2	3	4	5	6

< GO BACK

CANCEL

NEXT STEP >

SUSPEND >



IMPORTANT! Do not click the 'BACK' or 'FORWARD' buttons at the top of your internet browser (Internet Explorer, Firefox, Safari, etc...). **All of your information already entered will be DELETED.** Please use these buttons at the bottom of the form.



Submitting Your Locate Request

Once you are satisfied with the information on the locate request and you have selected a start date/time, click **"Next Step"**.

At this point, you will be presented with either the ITIC Text Map or a **Submission Confirmation** screen, depending on whether the site location was found during an automatic search.

Ticket number 10000896 has been submitted

PLEASE NOTE the above ticket number(s) for future reference regarding your request. To view the ticket you just submitted press View Ticket. If you would like to enter another locate request with the same caller information click on New Ticket. If you have entered all of the requests you require press Finished.

[New Ticket](#) [View Ticket](#) [Finished](#)

If the ITIC text map is unable to find the exact match for the address, street, and city, the ticket will automatically be sent to the call center to be mapped by an operator based on the information provided on the ticket.

REMEMBER: If you click 'cancel,' you will lose all information previously entered for the locate request you are currently working on.

ITIC Text Map

If the system finds the site location, the following box (Right) will appear over the mapping application. Read the directions entirely before continuing. Once the box is closed, it can be viewed again by clicking Display Help in the top right corner of the map.

View Locate Polygon Help

i The mapping application has found an exact match for the location you entered as the excavation address based on the address you supplied. Please confirm that the information is correct and NO numbers or letters are transposed or misspelled.

Centered in the mapping window is a red-bordered/red-shaded excavation box. For us to notify the correct utilities it is critical that this red area COMPLETELY encompasses your excavation site in full. PLEASE CAREFULLY EXAMINE THE MAP. If the red box does not completely enclose the excavation site, use the Change Shape and/or Change Size buttons at the bottom of the map to adjust the size of the red box so that it DOES completely enclose the excavation site.

If you are able to comfortably select an excavation polygon that 100% encompasses your dig site, press the Submit Ticket button and your ticket will immediately released to the North Dakota One Call facility operators that have indicated they have facilities at or near the excavation site. A list of the utilities will be provided after pressing the Submit Ticket button.

If you are unable to select an excavation polygon that completely encloses the excavation site, press the Review Ticket button and your ticket will be queued for review, mapping, and completion by a North Dakota One Call employee. You may be contacted if further information is needed. If the call center employee is able to complete the process, you will receive a copy of your request via email shortly. If for any reason you do not receive an email copy of your ticket by 8AM the next business day, send an email to chrischelgren@occinc.com immediately. Until you receive a ticket number, you have not completed the ticket entry process. You must, therefore, follow-up with us if you do not receive a ticket number.

If you would like to change information on the ticket before continuing, press the Previous Page button.

CASS County, ND

Submit Previous Ticket Page

Review Ticket Display Help

ip Satellite Hybrid OCC

N 8TH AVE N

719	913	736	812
717	730	721	



Submitting Your Locate Request - Continued

Remember it is very important that the entire excavation area be included within the **red box**.

CASS County, ND

City/Place	FARGO CITY		
Street Address	1102 7TH AVE N	Submit Ticket	Previous Page
Intersection	11TH ST N		
Marking Instructions	MARK ENTIRE LOT.	Review Ticket	Display Help

Map Satellite Hybrid OCC

One Call Concepts, Inc. - Terms of Use

Change Shape Change Size

If the red box is in the correct location and you are able to cover the entire dig area, click the **Submit Ticket** button and you will be presented with the **Utility Notification screen**. (Next Page)

Click the **Review Ticket** button if the box cannot be altered to contain the entire dig site.

Submit Previous
Ticket Page

Review Display
Ticket Help



UTILITY NOTIFICATION LIST / SUBMITTING YOUR LOCATE REQUEST

After clicking “**Submit Ticket**” (on the ITIC Text Map screen), you will be presented with the **Utility Notification Screen**.

The list of utilities notified is based on the location where the excavation polygon is drawn. If there are any utilities in the area that are not listed on the ticket, you **MUST** notify them directly.

Submit, cancel, or suspend the ticket by choosing one of the options at the bottom of the page. If you choose “**Cancel**,” the ticket will **NOT** be submitted and you will be returned to the **ITIC main menu**. Clicking “**Go Back**” will return you to the location information and map page of the request. Clicking ‘Suspend’ will place the ticket in the suspend file, where it will remain until the end of the current business day.

UTILITY NOTIFICATION SCREEN

District	Company	Phone Number
CABLE101	CABLE ONE	(701) 280-0033
DKCARR02	DAKOTA CARRIER NETWORK	(406) 728-9343
FARGO01	CITY OF FARGO	(701) 241-1545
NDXCEL02	XCEL ENERGY	(612) 339-8356
QLNND05	QWEST	(800) 283-4237

of Districts: 5

If there are any private underground facility operators in the excavation area, you should notify them directly.

< GO BACK CANCEL NEXT STEP > SUSPEND >

If you are ready to submit your ITIC locate request, click the “**Next Step**” button on the bottom of the screen.

ATTENTION: ◀

The call center will send you a confirmation copy of your completed locate request. Please note that it is **your responsibility** to verify that ALL information is accurate upon the receipt of a completed request. There is a link located on confirmation email. Click this link and view the map one more time to ensure the entire excavation area is included within the polygon drawn. REMEMBER: Tickets submitted to review after 5pm will be reviewed the next business day. If you find any errors, call **800-795-0555** to correct the ticket.

If a ticket you have submitted for review lacks required information or contains errors, we will send you an email. The email will contain additional instructions on how to correct your ticket. It includes an “**incomplete task identifier**” to help you find your unfinished ticket. See the **Incomplete Task Section (pg 23)**.

If you do not receive a copy of the completed locate request it is your responsibility to re-submit the request. **No excavation should take place until you receive a copy of the completed locate request and ALL utilities have responded.**



RELOCATE TICKET

Use **Relocate Ticket** to renew markings on an existing ticket when no changes are needed. Click "**Relocate Ticket**" at the **ITIC main menu screen** (pg 05).

Enter the ticket number that you wish to relocate in the "**Message Number**" field. Click "**yes**" to open the ticket for a relocate. Click "**no**" to return to the **Main Menu**. NOTE: Only relocate your ticket if the ticket has expired, or if marking are no longer visible.

If another employee processed the original ticket, change the user name to **your name** and update the contact information if needed.



Double check the "caller name" and make sure it is yours. It's important to be able to contact you directly if someone has questions about your locate.

If we need to contact you about the ticket, we need to be able to ask for the right person.

The work to begin date and time will default to two working days notice. You can edit this time to any date that falls between two business days and 14 calendar days from the current date, not counting the current date.

Click "**Next Step**" to see the **Utility Notification List** (pg 21). Click "**Next Step**" again to send the ticket to the utilities listed on the **Utility Notification List**. A copy of the ticket will also be sent to the email address you have listed on the ticket.

VIEW A LOCATE REQUEST

Log into ITIC and click "**View a Locate Request**" on the **Main Menu** (pg 05). Enter the ticket number for the ticket you wish to view in the "**Ticket Number**" field and click the "**Search**" button.

Clicking on "**Cancel**" will take you back to the **ITIC Main Menu** (pg 05).



INCOMPLETE TASK

An **'Incomplete Task'** is used to resubmit incomplete (voided) tickets online without retyping the information. The call center provides an explanation of the issue involved and assigns an Incomplete Task ID Number when returning a ticket.

Click the **"Incomplete Task"** button at the **ITIC main menu screen (pg 05)**, and enter the Incomplete Task Identifier Number. Click **"Continue"** to open the ticket.

Review the comments from the center before making any changes to the ticket. Verify all of the information on the ticket. Do NOT change information that does not need to be changed. **Remove all void notes from the Location Description field.**

Re-map the area of excavation after completing the requested changes. **Please take extra care with this step if your ticket was returned due to a mapping problem.**

Click **"Next Step"** once you are satisfied mapping is correct. The **"Utility Notification List"** will appear (pg 21). Click **"Next Step"** again to submit your ticket for review. **NOTE: The "Incomplete Task" process will be repeated until the ticket is submitted free of identifiable errors.**

UPDATE TICKET

Use **'Update Ticket'** to make changes to an existing ticket.

Click the **"Update Ticket"** button at the **ITIC Main Menu screen (pg 05)**.

Enter the ticket number to update in the **"Ticket Number"** field, then click the **Modify** button.

Verify all information on the ticket. Once you have completed the changes, re-map the entire area of excavation.

NOTE: updating a ticket will cancel the original request if the start date/time has not passed.

Click **"Next Step"** to advance to the **Utility Notification Screen (pg 21)**.

Once the ticket is completely processed, we will email a copy of the ticket to the address listed on the request.



APPROVED ABBREVIATION LIST

The following is a list of **approved abbreviations**. These are the only abbreviations to be used when processing a ticket. **Please spell out the complete word when time and space are available.**

Also Known As – AKA

Approximately – Approx

Avenue – AVE

Boulevard – BLVD

Building – BLDG

Cable Television – CATV

Circle – CIR

County – CO (“CO RD”)

Court – CT

Foot – FT

Highway – HWY (“STATE HWY”)

Interstate – I- (“I-94”)

Parkway – PKWY

Pedestal – PED

Place – PL

Road – RD

Street – ST

Terrace – TER

Township – TWP (“TWP RD”)

Trail – TRL

NEED HELP?

Click on the ‘Chat Live’ icon at the top of any page to **chat with an ITIC operator** while you are processing your locate requests.

Hours:
Mon - Fri 8a - 5p





DISTANCES

and MEASUREMENTS

1/10 OF A MILE	=	0.10	MILE	=	528	FEET
2/10 OF A MILE	=	0.20	MILE	=	1056	FEET
3/10 OF A MILE	=	0.30	MILE	=	1584	FEET
4/10 OF A MILE	=	0.40	MILE	=	2112	FEET
5/10 OF A MILE	=	0.50	MILE	=	2640	FEET
6/10 OF A MILE	=	0.60	MILE	=	3168	FEET
7/10 OF A MILE	=	0.70	MILE	=	3696	FEET
8/10 OF A MILE	=	0.80	MILE	=	4224	FEET
9/10 OF A MILE	=	0.90	MILE	=	4752	FEET

1/16 OF A MILE	=	110	YARDS=	330	FEET
1/8 OF A MILE	=	220	YARDS=	660	FEET
1/4 OF A MILE	=	0.25	MILE =	1320	FEET
1/3 OF A MILE	=	0.33	MILE =	1760	FEET
3/8 OF A MILE	=	660	YARDS=	1980	FEET
1/2 OF A MILE	=	0.5	MILE =	2640	FEET
2/3 OF A MILE	=	0.66	MILE =	3520	FEET
3/4 OF A MILE	=	0.75	MILE =	3960	FEET

1	MILE	=	1760	YARDS=	5280	FEET
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NEED HELP?

Click on the 'Chat Live' icon at the top of any page to chat with an ITIC specialist while you are processing your locate requests.

Hours:
Mon - Fri 8a - 5p





MEET TICKETS

Step 3: Location Information

County: City/Place:

Address:

Street: Intersecting Street:

Location of Work:

Coord Type: Zone:

Lat/North: Lon/East:

Township: Range: S-Q:

Remarks:

A **Meet** ticket is used to request an appointment with locators at the job site. Meet requests should only be used when the work area is too complex to explain through normal methods. Meet times may be requested for anytime between the standard 48-hour Notice, up to a 14 day notice. Meet times may only be requested 7am-5pm, Monday - Friday (excluding holidays). To create a Meet request, follow the normal procedure for a routine ticket with three exceptions:

- The **Location of Work** field must include a specific place to meet, and a general description of the full extent of the work area [e.g. "meet at the above intersection for work to take place within a 200ft radius of above intersection," "meet at the above address for work to take place in rear of property," etc].
- In the remarks drop-down, select "Caller Requests Meet"
- The Ticket Type must be changed to Meet. This can be adjusted using the Ticket Type drop-down menu found in Step 4 (See page 18). Match the start date and time to your requested meet time. Meet times are only available 7am-5pm, Mon-Fri, excluding holidays.

NOTE: Locators have 2 full business days to complete the marks after the instructions have been given in the meeting.

Step 4: Start Date Information

Ticket Type:

Work To Begin Date:

At: :

Calendar view showing May 2013 and June 2013. The date May 21, 2013 is highlighted.

May 2013							June 2013						
Su	Mo	Tu	We	Th	Fr	Sa	Su	Mo	Tu	We	Th	Fr	Sa
28	29	30	1	2	3	4	26	27	28	29	30	31	1
5	6	7	8	9	10	11	2	3	4	5	6	7	8
12	13	14	15	16	17	18	9	10	11	12	13	14	15
19	20	21	22	23	24	25	16	17	18	19	20	21	22
26	27	28	29	30	31	1	23	24	25	26	27	28	29
2	3	4	5	6	7	8	30	1	2	3	4	5	6